CLAIM AMENDMENTS

1 - 35. (Canceled)

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36. (Added) A system having programming for handling a plurality of service requests, the programming performing steps comprising:

receiving the plurality of service requests which are upon receipt are unassigned;

attempting to assign to each of the plurality of unassigned service requests one or more of a plurality of technicians as a function of at least a skill level of each of the plurality of technicians, a skill level required by each of the plurality of unassigned service requests, prior service requests assigned to each of the plurality of technicians via the programming, and an amount of time to complete each of the plurality of unassigned service requests;

displaying an indication if any of the plurality of unassigned service requests remain unassigned as a result of processing performed via the programming; and

displaying an indication of a status of one or more service requests that have been assigned to at least one technician via the programming.

37. (Added) The system as recited in claim 36, wherein displaying an indication of a status of one or more service requests that have been assigned to at least one technician via the programming comprises displaying a map showing a geographic location of the one or more service requests that have been assigned to at least one technician via the programming.

38. (Added) The system as recited in claim 36, wherein the skill level required by each of the plurality of unassigned service requests is represented by a number of points based upon a difficulty assessment of the unassigned service request.

39. (Added) The system as recited in claim 36, wherein displaying an indication of a status of one or more service requests that have been assigned to at least one technician via the programming comprises displaying a geographic location of one or more of the plurality of technicians.

40. (Added) The system as recited in claim 36, wherein displaying an indication of a status of one or more service requests that have been assigned to at least one technician via the programming comprises displaying an icon to represent a cancellation of a service request that has been assigned to at least one technician via the programming.

41. (Added) The system as recited in claim 36, wherein displaying an indication of a status of one or more service requests that have been assigned to at least one technician via the programming comprises displaying an icon to represent a type of each of the one or more service requests that have been assigned to at least one technician via the programming.

42. (Added) A method for handling a plurality of service requests, comprising:

receiving the plurality of service requests which are upon receipt are unassigned;

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attempting to assign to each of the plurality of unassigned service requests one or

more of a plurality of technicians as a function of at least a skill level of each of the

plurality of technicians, a skill level required by each of the plurality of unassigned

service requests, prior service requests assigned to each of the plurality of technicians via

the programming, and an amount of time to complete each of the plurality of unassigned

service requests;

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displaying an indication if any of the plurality of unassigned service requests

remain unassigned as a result of processing performed via the programming; and

displaying an indication of a status of one or more service requests that have been

assigned to at least one technician via the programming.

43. (Added) The method as recited in claim 42, wherein displaying an indication of a

status of one or more service requests that have been assigned to at least one technician

via the programming comprises displaying a map showing a geographic location of the

one or more service requests that have been assigned to at least one technician via the

programming.

44. (Added) The method as recited in claim 42, wherein the skill level required by each

of the plurality of unassigned service requests is represented by a number of points based

upon a difficulty assessment of the unassigned service request.

45. (Added) The method as recited in claim 42, wherein displaying an indication of a

status of one or more service requests that have been assigned to at least one technician

via the programming comprises displaying a geographic location of one or more of the plurality of technicians.

46. (Added) The method as recited in claim 42, wherein displaying an indication of a status of one or more service requests that have been assigned to at least one technician via the programming comprises displaying an icon to represent a cancellation of a service request that has been assigned to at least one technician via the programming.

47. (Added) The method as recited in claim 42, wherein displaying an indication of a status of one or more service requests that have been assigned to at least one technician via the programming comprises displaying an icon to represent a type of each of the one or more service requests that have been assigned to at least one technician via the programming.